

**PATIENT NEWSLETTER – NOVEMBER 2017**  
**ST RICHARD'S ROAD and GOLF ROAD (branch) SURGERY**

**IMPORTANT PATIENT  
INFORMATION**

**Farewell to Dr Sivaprasad**

Dr Sivaprasad will be leaving us on 31 December 2017. Dr Prasad, as he is fondly known, has been with the practice for nearly 13 years and will be sadly missed. We know you will join us in wishing him all the best for his retirement.

**Welcome to the Team**

We are pleased to inform patients that we have two new doctors joining us on 1 January 2018.

The doctors are Dr Oliver Lyell and Dr Justine Lyell and I am sure you will join us in welcoming them to our practice team.

**IMPORTANT CHANGES TO  
OUR EXTENDED OPENING  
HOURS from January 2018**

There are some changes to the way we will be delivering extended hours from January 2018. So please read below and keep a copy of the dates and times of these sessions for 2018.

For some time patients have only had the option to book with a GP during extended hours sessions however, from January 2018 we will also be offering appointments with an Advanced Practitioner too.

A list of our planned extended opening dates and times for 2018 can be found on the reverse of this newsletter and on our website.

**CHRISTMAS AND NEW YEAR  
CLOSING**

We would like to remind patients that the surgery will be closed all day on the following dates:

- Monday 25 December 2017
- Tuesday 26 December 2017
- Monday 1 January 2018

Please ensure that you:

- have sufficient medication to cover the holiday period. ***Why not think about signing up for online ordering.***
- ring NHS111 if we are closed and you need medical help, but it is not life threatening, or you need medical advice and feel that your medical problem cannot wait until the surgery is open again.
- only ring 999 when someone's life is at risk or someone is seriously injured or critically ill.
- only attend A&E if you have been advised to do so by NHS111, or when someone's life is at risk or someone is seriously injured or critically ill.

We thank you for your help in these matters.

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